

# Family PACT

Planning • Access • Care • Treatment

OFFICE OF FAMILY PLANNING  
CALIFORNIA DEPARTMENT OF HEALTH SERVICES

JANUARY

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## Ensuring Success: The How To's of Family PACT for Clinicians

California Family Health Council, Inc. (CFHC)  
(213) 386-5614, ext. 4572

This workshop will assist Family PACT providers to fully integrate family planning and reproductive health services into their practice or clinic, comply with Family PACT Standards and support their medical decisions and client care with necessary documentation. Emphasis will be placed on the enrolled Family PACT provider's and associated practitioner's responsibility for the integrity of the program.

March 5, San Diego (8:30 am - 12:30 pm)



## The ABC's of Family PACT Policies and Procedures

Center for Health Training (CHT)  
(510) 835-3700

### Avoiding Incomplete CEC's, Building Staff Knowledge, Concerns About Confidentiality

How is your site handling the social security number item on the Family PACT Client Eligibility Certification form? How often is confidentiality the reason a client is certified as eligible for Family PACT? Do you know what constitutes adequate medical record documentation of Family PACT education and counseling services? Join this two hour audio teleconference to hear guidance on these and many other issues that pertain to compliance with Family PACT administrative requirements and standards.

March 27, Statewide Audio Conference, 12:30 - 2:30 PM\*



## Talking with Clients about Sexuality and Sensitive Issues

Center for Health Training (CHT) (510) 835-3700

The Kaiser Family Foundation (KFF) reports that the majority of women believe that their clinicians should routinely ask questions related to sexuality. KFF's 1997 study shows that despite clients' willingness to discuss sexuality, few providers are asking the questions. The client-centered approach emphasized by Family PACT helps staff identify how an individual client's reproductive health is affected by their life situation and how to use appropriate teachable moments.

Two experienced clinicians, Michael Policar, MD and Erica Monasterio, PNP offer this four-hour interactive workshop to assist all staff to provide client-centered services, increase knowledge and comfort with sensitive issues, save time and give better care.

April 4, Rosemead (12:30 - 4:30PM)



## Beyond Pills and Condoms: Contraceptive Management throughout the Lifespan

California Family Health Council (CFHC)  
(213) 386-5614, ext.4579

Anita Nelson, M.D., Professor of Obstetrics and Gynecology, UCLA School of Medicine, will provide essential information to guide clinicians through the complex issues of selecting medically appropriate contraception for each stage and medical condition in a woman's life. What is the best contraceptive method for a 17-year-old girl who has an irregular menstrual cycle? How do you guide a 30-year-old woman who had gestational diabetes with her last pregnancy? Is hormonal contraception safe for a 40-year-old woman who smokes? As the Family PACT formulary expands to include new birth control methods such as the NuvaRing and Patch, Family PACT providers must provide appropriate family planning methods that are customized for the Family PACT client as she journeys through her reproductive years.

May 19, Statewide Audio Conference (12:30 - 2:30pm\*)



## Regional Provider Forums

California Family Health Council (CFHC)  
(213) 386-5614, ext.4579

Your 4-hour "Town Hall Meeting" with Family PACT staff from the California State Office of Family Planning. Clinicians and all staff are invited to come together to get the latest news from Sacramento, voice concerns and issues, to tell program staff what is difficult and/or what is great and good about Family PACT.

These meetings will also include current regional data; county profiles about providers, clients and services as well as unmet need. This information is designed to assist organizational planning and outreach. Come one, come all and enjoy networking with your neighbors.

February 28, Ontario (1:00-5:00 p.m.)

April 29, San Diego (3:00-7:00 p.m.)

\* The last half hour of all audio  
teleconferences are reserved for Q&A.



## Family PACT Orientation and Update Sessions

Center for Health Training (CHT);  
Electronic Data Systems (EDS);  
California Family Health Council (CFHC)  
To register, call (510) 835-3795, ext. 113.

Attendance by the holder of the Medi-Cal number at an orientation is required to become a Family PACT Provider. In those cases when the holder of the Medi-Cal number is not a clinician, then a medical provider officially associated with the Medi-Cal number is required to attend. This full day session has registration at 8:00 a.m. and begins promptly at 8:30 a.m. and ends by 4:30 p.m. The session includes a comprehensive overview of the Family PACT program, the scope of the benefits and integration of the program into your practice. Client eligibility and claims processing will also be discussed.

Attention: Sessions are open to all current Family PACT medical providers, associated practitioners and other staff. This session is an excellent opportunity to keep current with program policies and services.

You may request an on-site Family PACT orientation in rural and remote areas of California by calling (916) 657-0087.

January 17, Irvine

February 5, Davis

February 21, Oceanside

March 25, El Centro

April 4, Bakersfield

April 15, Fresno

May 8, Santa Barbara

June 3, Chico

June 19, Ontario

## Family PACT Provider Support Network

### Center for Health Training (CHT)

CHT supports Family PACT providers by offering expertise in the integration of the program into practice, provider recruitment and orientation, program updates and program marketing.

(510) 835-3700

### California Family Health Council (CFHC)

By offering professional education, developing client education materials and providing expertise in educating and counseling clients, CFHC supports Family PACT providers and their staff in delivering family planning services.

(213) 386-5614, ext 4566 or 4545

### California STD/HIV Prevention Training Center (CA PTC)

The CA PTC's training programs complement a reproductive health focus by developing providers' clinical, counseling and patient education skills for the improvement of sexual, social and reproductive health.

(510) 883-6600 CAPTC@dhs.ca.gov

### Electronic Data Systems (EDS)

EDS offers education and training to Family PACT providers regarding provider enrollment and successful claims submission. The Health Access Program (HAP) unit at EDS offers toll-free telephone assistance and a network of local field representatives who provide on-site assistance.

(800) 257-6900

### Population Services International (PSI)

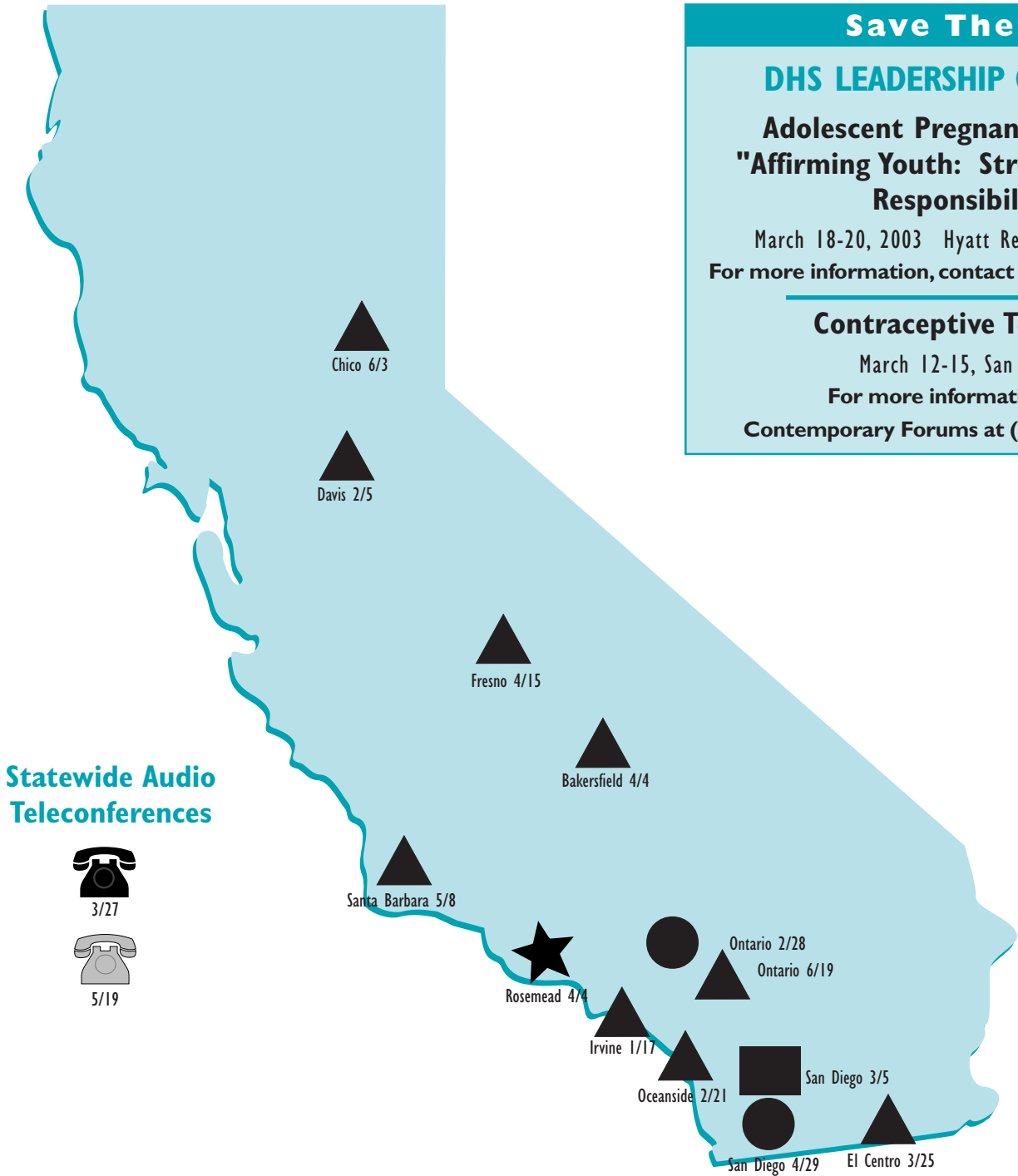
PSI is a nonprofit social marketing organization specializing in providing health information, products and services that focus on maternal and child health, family planning and HIV/AIDS prevention. PSI is assisting OFP with marketing and implementation of COPE® for publicly-funded clinics.

(916) 731-8115

### Customized Consultation Requests

(916) 657-0087

Office of Family Planning (916) 654-0357



Save The Date

DHS LEADERSHIP CONFERENCE

Adolescent Pregnancy Prevention  
"Affirming Youth: Strengths, Choices, Responsibilities"

March 18-20, 2003 Hyatt Regency Orange County  
For more information, contact OFP at (916) 654-0357.

Contraceptive Technology

March 12-15, San Francisco  
For more information, contact Contemporary Forums at (800) 377-7707, ext 3

## FamilyPACT Education Events

January		
1/17	Orientation and Update Session	Irvine
February		
2/5	Orientation and Update Session	Davis
2/21	Orientation and Update Session	Oceanside
2/28	Regional Provider Forum	Ontario
March		
3/5	Ensuring Success	San Diego
3/25	Orientation and Update Session	El Centro
3/27	ABC's of Family PACT Policies and Procedures	Statewide

April		
4/4	Orientation and Update Session	Bakersfield
4/4	Talking with Clients about Sexuality and Sensitive Issues	Rosemead
4/15	Orientation and Update Session	Fresno
4/29	Regional Provider Forum	San Diego
May		
5/8	Orientation and Update Session	Santa Barbara
5/19	Beyond Pills and Condoms: Contraceptive Management Throughout the Lifespan	Statewide
June		
6/3	Orientation and Update Session	Chico
6/19	Orientation and Update Session	Ontario

### CA STD/HIV Prevention Training Center (CA PTC) Training Events

While the Office of Family Planning does not directly sponsor these courses, Family PACT providers and staff are encouraged to attend. OFP, through collaboration with STD/HIV Prevention Training Center, has arranged for a limited number of training scholarships for Family PACT Providers.

CA PTC Clinical Trainings	
February 5	Overview of STDs for Clinicians - Berkeley
February 6	Exam Skills Practicum* - San Francisco
April 16	Overview of STDs for Clinicians - Long Beach
April 16	Exam Skills Practicum* - Long Beach
June 9-11	Fundamentals of STDs in Clinical Practice - San Francisco
June 12	Exam Skills Practicum* - San Francisco
*Practicum may be taken upon completion of clinical didactic course	

Conference	
May 23	Advances Conference on STDs and HIV - Los Angeles

For more information about the above courses, or to register, please contact the CA PTC at 510-883-6600, or visit the website at [www.stdhivtraining.org](http://www.stdhivtraining.org). On-site courses are available upon request.

### Free Medi-Cal Training - Upcoming Provider Seminars

Medi-Cal and EDS staff will answer your Medi-Cal and Family PACT billing questions. Bring your challenging claims and denials for expert assistance in resolving these claims correctly. Basic and Advanced Biller classes will be available at the following events:

Feb 4-6 Fresno, Fresno Convention Center, 700 M Street

Sessions are free. Seating may be limited, and no seats will be reserved. For additional information, please contact EDS at 1-800-541-5555.

### Family PACT is Now Offering COPE® for Publicly-Funded Clinics in California!

COPE® (Client-Oriented Provider-Efficient services) is both a process and a set of tools designed to help health care staff continuously assess and improve the quality of their services. Built on a framework of clients' rights and staff needs, COPE® was developed by EngenderHealth (formerly AVSC) for use across the globe to help clinic staff work as a team to improve the quality of their services through manageable and measurable steps. For more information on COPE®, call Abi Brown at (916) 731-8115.

### Family PACT Program Support and System Services

HAP Hotline	(800) 257-6900
MediCal Fraud Hotline	(800) 822-6222
Education Material (EDS)	(800) 848-7907

Education and Counseling Resource	
Toll-Free Line	(877) FAMPACT
	(877) 326-7228